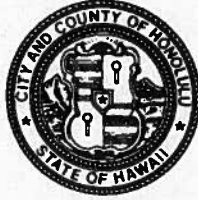


DEPARTMENT OF ENTERPRISE SERVICES
CITY AND COUNTY OF HONOLULU

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PHONE: (808) 768-5400 * FAX: (808) 768-5433 * INTERNET: www.honolulu.gov/des

GOLF COURSE DIVISION * HONOLULU ZOO * NEAL S. BLAISDELL CENTER AND WAIKIKI SHELL



MUFI HANNEMANN
MAYOR

SIDNEY A. QUINTAL
DIRECTOR

HUBERT P. MINN
Deputy Director

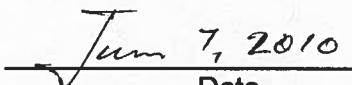
The Honolulu Zoo
Service Animal Admittance Policy

Fully trained service animals are welcome!

- The Honolulu Zoo welcomes persons with disabilities and their fully trained service animals.
- All visitors with service animals must check in at the Admissions Booth to complete and receive a copy of the Service Animal Admittance Policy Acknowledgement Form.
- Pets, service animals–in-training, and animals whose purpose is to provide comfort or therapy are not permitted in the Zoo.
- While most areas/exhibits are open to all visitors, there are a few that are designated as restricted to service animals. In these restricted areas, a kennel will be available for the service animal, and the person with a disability may request an escort to the area/exhibit . Zoo staff shall provide a map indicating restricted areas of the Zoo to allow the handler to make an informed decision about whether or not to visit the Zoo prior to paying an admission fee.
- Service animals must accompany and be in the full control of the animal's handler at all times while visiting the Zoo. All service animals will be tethered by a leash, cord or chain up to a maximum of four (4) feet in length.
- If a service animal becomes agitated, behaves improperly, fails to remain under the control of its handler, acts in an unpredictable manner, adversely affects Zoo animals, or otherwise presents a safety concern, the handler may be asked to remove the animal from the particular area and/or the Zoo, as necessary, while the person completes the tour of the Zoo. If necessary, the person with a disability may request an escort to complete his or her tour of the Zoo.
- The service animal's handler is expected to clean up after the animal, including any defecation, vomit, etc.
- Prior arrangements are encouraged, but not required. Please call (808) 971-7191 for more information or if other assistance is required.



Sidney A. Quintal
Director of Enterprise Services



Date